Shift Correction in the DirectMyCare Web Portal

Go to [DirectMyCare.com.](DirectMyCare.com) Sign in to the web portal by entering your email address and password. Select Log In to go to the home page.

Shifts in Saved Status

1. To change or delete a saved shift, select the **Needs Review** box (Fig. 01).

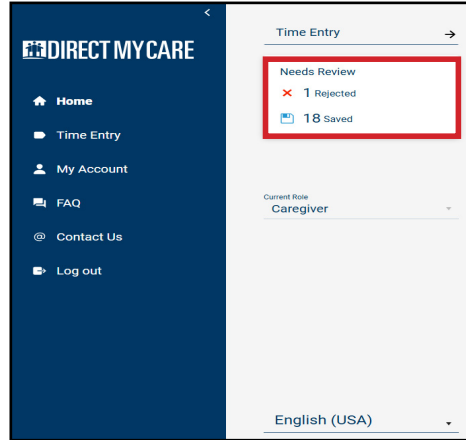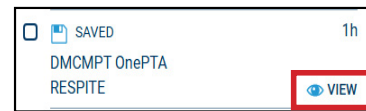2. Select **View** on the shift you want to change (Fig. 02).

Fig. 01

Fig. 02

3. You will see the shift details screen. You can adjust **Tasks, EVV Exception Reason, and Time-In/Time-Out** (Fig. 03).

4. You cannot change the **Service Code** or the **Shift Date**. You will need to **DELETE** the saved shift and create a new one (Fig. 03).

   • Choose the **SUBMIT** button. Your shift will be sent for approval and payment (Fig. 03)
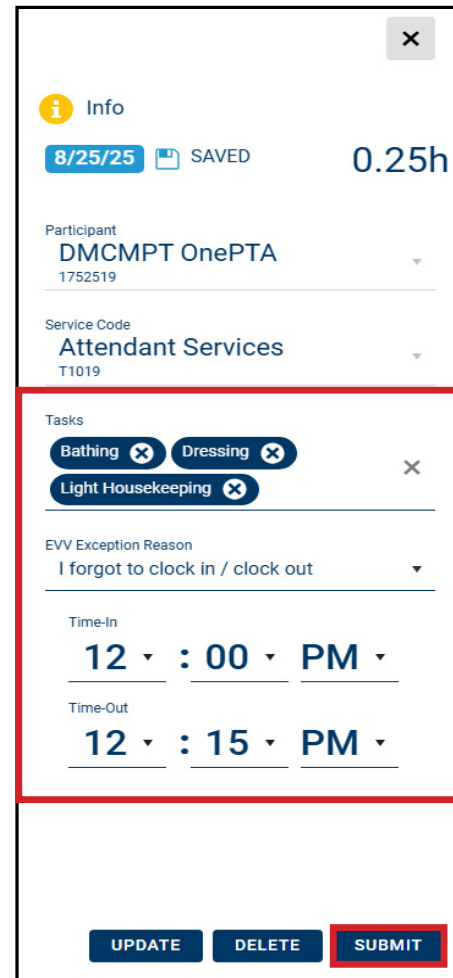
Fig. 03

Shifts in Rejected Status

1. Select the **Needs Review** box (Fig. 04).

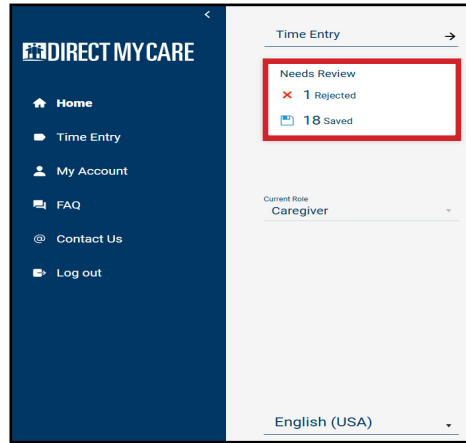2. Select **View** on the shift you want to change (Fig. 05).
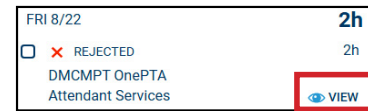

Fig. 04

Fig. 05

3. You can adjust **Tasks, EVV Exception Reason, and Time-In/Time-Out** (Fig. 06).

   - Choose the info icon to see why it was rejected (Fig. 06).

   - You cannot change the **Service Code** or the **Shift Date**. You will need to **DELETE** the saved shift and create a new one (Fig. 06).

4. Choose the **SUBMIT** button. Your shift will be sent for approval and payment. Selecting **UPDATE** will **NOT** send the shift for approval and payment (Fig. 06).

Fig. 06

Shifts in Ready to be Paid Status

Shifts in a Ready to be Paid status can **ONLY** be deleted. Shift details cannot be changed.

1. To delete a Ready to be Paid shift, choose **Time Entry** (Fig. 07).

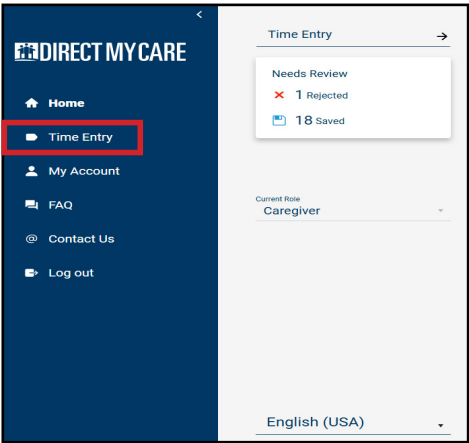2. Choose **View** on the shift you want to delete (Fig. 08).

Fig. 07

Fig. 08

3. To remove the shift, choose **DELETE** (Fig. 09).

4. In the popup, use the drop-down menu to choose a reason why you are deleting the shift. Then choose **REMOVE** (Fig. 10).
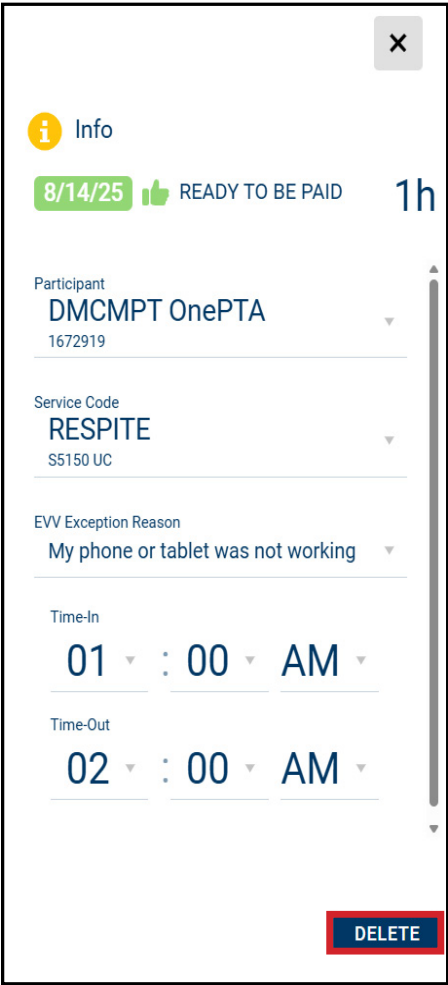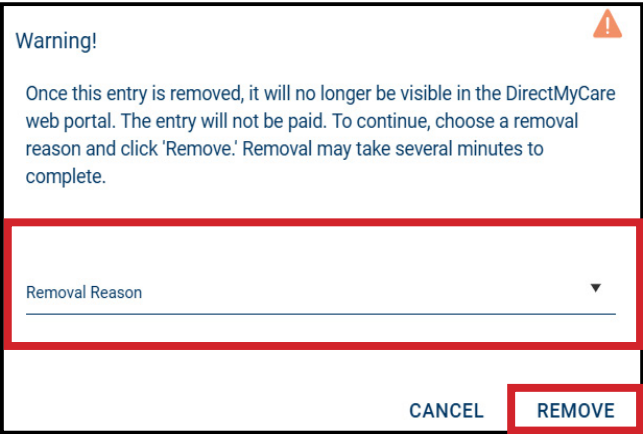   - If needed, submit a new shift with the correct information.

Fig. 09

Fig. 10

EVERY LIFE.   EVERY MOMENT.   EVERY DAY.